

MILWAUKEE POLICE DEPARTMENT

MEMORANDUM



Date: Friday, January 9, 2015

TO: All Department Members

FR: Charles P. Burki
Information Systems – Director

Sergeant Douglas J. Wiorek
Information Systems - Executive Officer

RE: MediaSolv UPDATE

As messaged out on Monday, January 5th, MediaSolv suffered a catastrophic hard drive failure on January 2, 2015.

For the past week the vendor has been attempting to re-construct the hard drive array, but those repair efforts have failed. We are now working with the vendor and a data recovery laboratory to recover the data.

Any recordings that have been made since mid-afternoon January 2 are still present on the local encoders and will remain there until a new hard drive array is assembled. We expect a new array will be completed by Tuesday, January, 13, 2015. Once complete, the files stored on the local encoders will be automatically ingested into new storage array and will be available to members.

Until the new array is brought online, any member requiring access to or needing to export an interview held on a local encoder (interviews after January 2, 2105), it must be manually extracted from the local encoder by the vendor. In order to have this done, the following information will be required:

- Date of Interview
- Location of Interview (room name and/or number)
- Name and DOB of the Defendant:
- Start time of the Interview
- End time of the Interview
- Member conducting interview

Please call the Help Desk at extension 7290 with the above information and the vendor will be contacted.

Information Systems is seeking emergency funding so that the MediaSolv system architecture can be overhauled and improved. Other identified risk potentials in the originally proposed system will also be mitigated to the extent possible in order to improve the platforms stability.

Further information will be disseminated as we recover from this catastrophe.

CPB:djw